



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID MEMO

TO: All Outpatient Psychiatric, Outpatient Rehabilitation [including Comprehensive Outpatient Rehabilitation (CORF)], Durable Medical Equipment (DME), Orthotic, Home Health, Physicians, and Non-Emergency MRI, PET, and CAT Scan, Service Providers; All Inpatient Acute, Inpatient Psychiatric, and Inpatient Rehabilitation Service Providers; All Treatment Foster Care Case Management, Residential Treatment Service Providers, Intensive In-Home Services; All Home and Community Based Care Waiver Service Providers, and Managed Care Organizations Participating in the Virginia Medical Assistance Programs

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

MEMO: Special
DATE: 7/30/07

SUBJECT: Provider Satisfaction Survey for Prior Authorization Services

The purpose of this memorandum is to notify providers of the new annual provider satisfaction survey for providers utilizing Keystone Peer Review Organization (KePRO) for their prior authorization (PA) requests.

Satisfaction Survey

In July 2007, a random sample of Virginia providers will be asked to complete a satisfaction survey related to the prior authorization process. The survey will be mailed to providers, along with instructions, and a self-addressed stamped envelope for returning the survey. Alternatively, providers can access and complete the survey on the Internet at <http://dmas.kepro.org>.

The Department of Medical Assistance Services (DMAS) appreciates provider participation in this survey because your feedback is critical in helping us better meet your prior authorization needs. Please be advised, individual provider responses will remain confidential. Only aggregate data will be provided to KePRO.

If you are chosen among the random sample of providers, please expect to receive the survey during the month of July.

Resource Information

- A WebEx with instructions on how to complete the survey can be accessed on KePRO's website <http://dmas.kepro.org> or on DMAS' website at www.dmas.virginia.gov/prior_authorization.htm.
- Should you have any questions regarding the prior authorization process, please send your inquiries via e-mail to providerissues@kepro.org or PAUR06@dmas.virginia.gov. Remember do not send PHI by e-mail unless it is sent via a secure encrypted e-mail submission.
- Should you have Medicaid provider issues not related to prior authorization, you can call the Provider Helpline at 1-800-552-8627 (in-state, toll-free, long distance) or 804-786-6273 (Richmond-area and out-of-state long distance).

KePRO Contact Information

You may contact KePRO through the following methods:

iEXCHANGE: <http://dmas.kepro.org>

Toll Free Phone: 1-888-VAPAUTH (1-888-827-2884)

Local Phone: (804) 622-8900

Fax: 1-877-OKBYFAX (1-877-652-9329)

Mail: 2810 N. Parham Road, Suite 305,
Richmond, VA 23294

Provider Issues: ProviderIssues@kepro.org or
PAUR06@dmas.virginia.gov

DMAS and KePRO Website Resources

The following resources are available on the DMAS and KePRO websites:

1. iEXCHANGE Registration information
2. ICD9 diagnosis codes, outpatient rehab and home health revenue codes, and radiological scan procedure codes
3. Recent PA provider training presentations
4. Prior Medicaid Memos
5. PA Fax Request Forms and Instructions
6. PA Reference Guides
7. KePRO "Insider" Provider newsletter

Alternate Methods to Obtain PA, Eligibility and Claims Status Information

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. To enroll for access to this system, please go to <http://virginia.fhsc.com>. The MediCall voice response system provides the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to providers. Providers may also access prior authorization information, including status, via iEXCHANGE at <http://dmas.kepro.org>.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which will take you to the "Manuals, Memos and Communications" link. This link opens up a page that contains various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting

Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and any manual updates that are requested.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.